



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
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DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

March 6, 2009

GENERAL LETTER NO. 4-B-66

ISSUED BY: Bureau of Financial and Work Supports
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter B, ***APPLICATION PROCESSING***,
pages 7 and 13, revised.

Summary

This chapter is revised to clarify that an applicant or participant who provides a signed release to a specific individual or organization for specific information has met the requirements for supplying requested information or verification.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter B, and destroy them:

Page

Date

7, 13

January 5, 2007

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

Persons attending the interview may include:

- ◆ The applicant (this can be either parent in a two-parent case)
- ◆ The legal guardian or conservator
- ◆ Someone acting on the applicant's behalf because the applicant is mentally or physically unable to attend the interview (for example, the applicant is out of town, in jail, etc.)

The interview can be conducted in the applicant's home if:

- ◆ The worker or supervisor believes a home visit is necessary to clarify or verify eligibility information, or
- ◆ The applicant requests it in order to complete a pending application.

Give the applicant specific written instructions when additional information or verification is needed to establish eligibility. Include in the instructions the date the information is due and the consequences for failure to supply the information. "Supply" means the requested information or verification is received by the Department by the specified due date.

Allow the applicant ten days to supply the information. The ten-day period begins with the day after you issue the written request. When the tenth day falls on a nonworking day or a legal holiday, extend the due date to the next working day for which there is regular mail service.

The applicant is responsible for getting the requested information or verification or signing a release to authorize you to get it. An applicant who provides a signed release to a specific individual or organization for specific information has met the requirement for supplying requested information or verification.

Refer to 4-C, [HARDSHIP EXEMPTION](#), for specific requirements for families that have exhausted their 60-month FIP limit and that are applying for a hardship exemption.

Verification

Legal reference: 441 IAC 40.24(239B)

Unless verification is specifically required, accept clients' statements on applications and review forms if the information appears to be accurate and consistent with other information. Use the "prudent person" concept when evaluating verification. See [4-A](#) for a definition of prudent person.

Give the client specific written instructions when additional information or verification is needed to establish eligibility. Include in the instructions the date the information is due and the consequences for failure to supply the information. "Supply" means the requested information or verification is received by the Department by the specified due date.

Allow the client ten days to supply the information. The ten-day period begins with the day after you issue the written request.

The client is responsible for getting the requested information or verification or signing a release to authorize you to get it. A client who provides a signed release to a specific individual or organization for specific information has met the requirement for supplying requested information or verification.

Extend the deadline when the client requests an extension because the client is making every reasonable effort to get the information but has been unable to do so. Help the client to get requested verification as needed. (See [Processing Standards](#) later in this chapter for information on what to do if the client does not meet the deadline.)

When the due date given a client for reporting information or supplying verification falls on a weekend or legal holiday, extend the due date to the next working day for which there is regular mail service. This applies to:

- ◆ The ten-day period for supplying additional information or verification needed to establish eligibility.
- ◆ The period allowed for an applicant or participant to timely report changes.
- ◆ The ten-day period allowed for reporting a change in exempt PROMISE JOBS referral status.
- ◆ The 20-day period allowed the client to provide evidence to document good cause for failure to cooperate with the Child Support Recovery Unit.